

**installationId**

44

Fort Eustis

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Why do e get chargedfor using the internet, in country and not deployed? More concerts,and famliy events.

**installationId**

44

Fort Eustis

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

punk

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Hourly Service at the CDC is poor and should be available from 0700-1630 to facilitate community volunteering and assist new arriving families with providing a location for their kids when in/out processing. MWR Eustis prices for their services in excessive compared to other installations and off-post. Additionally, the quality of personnel working in these facilities is questionable. We frequently see Soldiers performing allot of the duties that their personnel won't do. For example, keeping their facilities grounds in a high-state of cleanliness. There is no pride in keeping the ground clean; the bear minimum is always done, if the cleaning contractor has performed services. Overall, the perception is that they put more money into personnel employment than facilities and services. Each time you contact MWR about improving services they stating profit can't support better services. We are mostly disappointed with the services here because we had the opportunity to see a GREAT MWR program at Fort Bliss. This installation could definitely learn from places like Bliss, if they start thinking outside the box and discontinue some of their antiquated practices.

**installationId**

44

Fort Eustis

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I think ACS is invaluable to the army especially at war time. It brings morale to the unit which is beneficial in the time of combat.

**installationId**

44

Fort Eustis

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

Techno

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The auto craft shop here at Ft. Eustis is the worse I have experienced in 13 years of service and 7 places of duty. The price are cheaper off post and you get no help from the personnel working there.

Some of the special events are interesting and you can expect participation from my family during every event.

I always participate in all of the special club functions.

The mini park really needs improvement. The personnel needs to be a little more considerate to people.

**installationId**

44

Fort Eustis

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Keep up the good work. Prioritize programs for single Soldiers.

**installationId**    44    Fort Eustis

**Patron Group**    Active Duty

**Hear About MWR**   

**Music**   

**Golf Most Prefer**   

**Golf Least Prefer**   

**Bowl Most Prefer**   

**Bowl Least Prefer**   

**Child Care Prog**   

**ACS Concerns**   

**Overall Comment**

The Army has a problem. Other military branches offer more to there service members and family members. We need to focus more on the families and offer better services.



**installationId**      44      Fort Eustis

**Patron Group**      Active Duty

**Hear About MWR**      mail

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

No Comment

**installationId**    44    Fort Eustis

**Patron Group**    Active Duty

**Hear About MWR**

**Music**    Tango

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR does not relly help me out in anything that I need. The only thing that they can do is keep the gym open and buy new equipment for it. I don't have children but I think that the programs that are there for military familys is great and we should make sure that we sapport them as much as we can. I think that we should have more postings for the All Army Soccer team because it is on our post.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR is supposed to support the soldier and they seem to be a for profit bussiness now. They have eliminated many services (the craft shops) and threaten to eliminate others (auto craft shop) because they are not turning a profit. I always thought that these services were a benifit of being in the Army and a sign that the Army took care of the soldier. Swimming pools and many other services that were once free now charge a heafy fee and it is less expensive to sign up with a provider off post. MWR is the only system on post that requires that a Social security number is put on checks (which I refuse to do so I don't use the facilities much)

**installationId**

44

Fort Eustis

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

doesn't never equal less than one time per month?

installationId	44	Fort Eustis
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	Myself
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ACS Concerns	
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Overall Comment	
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**installationId**

44

Fort Eustis

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I FEEL THAT WHEN MWR DO CONCERTS THEY SHOULD HAVE MUSIC TO CATER TO ALL CULTURES, MOST OF THE CONCERTS ARE ALL COUNTRY MUSIC.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I was just giving this survey by my NCO and why I was looking through it I Realize that a lot of things that I was asked about was not brought to my attention so I didnt know about it...Is there some other way that we can make the mwr events known bcause if i knew about them I would take advantage of them



**installationId**

44

Fort Eustis

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The main problem that I encounter with the MWR on Ft. Eustis is the availability and price. I use the Navy/Coast Guard MWR extensively. It is cheaper and you get more for your money.

The hours of availability is another problem. It seems that the times that Auto Craft shop is open is not truly conducive with a soldiers schedule. On the holidays the hours are not reliable.

Some of the employees at some of the MWR facilities are not very personable. It seems that we are working for them sometimes and makes the whole experience uncomfortable.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

Anastasia Kakel

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I like when events are posted one month out from the event date.  
Sometimes information, i.e., yard sale dates, are put out two weeks before the event which doesn't provide enough planning time.  
I think MWR has been doing a great job lately to inform the public of upcoming events.  
Keep up the good work!

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Golf program on Fort Eustis is a real bargain. Run by professionals and provides services equal to most private courses.

Not much marketing towards DA Civilian population. Not sure what I can and can't use within MWR.

Would be interested in renting boat for pleasure on hourly basis, but haven't seen any information on how to do this.

Lots of other interesting things to do on Fort Eustis, and it's no one's fault but my own that I haven't tried some of them out.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Bowling Center Pro Shop

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

walmart

do not have an ID card

Home Day care off post

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I like to fly RC planes but the command stopped flying at murphy field so there is not a place on ft eustis that we can fly. The installation did away with the rec center that use to have all the stuff for building model airplanes and hobbies. Seems like there is nothing for the soldier to do that doesn't cost them a bunch of money or is cheap and will take up their time like buying a model something and spend weeks or months building. Before the soldiers could buy a plane and then build it at the rec center. The prices on post doesn't seem to be much cheaper than off post. Why should I drive 30-40 minutes to use the facilities when it is cheaper than off post. I remember a day when everything on post was cheaper for the soldier than off post.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

Wherever I can get the best deal.

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Expand the Fitness Facilities

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

My perception is that MWR activities are not necessarily designed to include civilians.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I ATTEMPTED TO RENT A MOTOR HOME FROM OUTDOOR REC APPROXIMATELY ONE YEAR AGO (MAY 04)(FOR THE NASCAR RACES IN RICHMOND). I WAS TOLD THAT THERE WERE NO MOTOR HOMES AVAILABLE FOR THE WEEKEND THAT I HAD REQUESTED - HOWEVER, THERE WAS A MOTOR HOME PARKED IN THE MEDIAM BETWEEN THE FT EUSTIS MILITARY POLICE STATION AND THE SERVICE STATION - THAT REMAINED THERE FOR THAT ENTIRE WEEKEND!!!!!! IF THERE WAS NOT ONE AVAILABLE, WHY WAS THIS ONE SITTING IN THIS AREA FOR PREVIEW???????? I HAVE NEVER ATTEMPTED TO RENT ANOTHER ONE AFTER THIS INCIDENT. I WAS ALSO TOLD THAT ITS VERY DIFFICULT TO RENT A MOTOR HOME FOR THE WEEKENDS OF THE NASCAR RACES (MAY AND SEP). THE RACE IN RICHMOND IS THIS WEEKEND (14 MAY) AND THERE IS AGAIN A MOTOR HOME SITTING IN THE MEDIAN - LET'S SEE IF IT SITS THERE ALL WEEKEND AGAIN.

**installationId** 44 Fort Eustis

**Patron Group** Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

As a former professional horsewoman, I find the stable areas severely lacking in several areas. The fences are horrid & dangerous; the footing in the arena is rock hard, which can easily damage fragile legs. The round pen is unusable due to high water levels & mud. There is no safe, lighted grooming area, or a place to cross-tie your horse while saddling. There are no individual turn-outs for horses that are aggressive or submissive, leading to bite & kick injuries. The barn aisles are often trashy with littered hay & shavings and should be covered end-to-end and wall-to-wall with a rubber matting that can easily be swept or blown clean each day. The lighting in the aisles and stalls is inadequate or not available. There are no safe and secure areas for farriers or vets to work on an animal that may need confinement or privacy. Many of the stalls do not have matting, which leads to wet, urine-soaked flooring, attracting flies and promoting hoof disease. There is inadequate tack room or storage areas for owners' tack, saddles and equipment.

The cost of stabling a horse at FEVA is not too much less than several private facilities off-post, which offer safer, more attractive, more suitable environments for our horses. I feel strongly that board money should be re-invested back into the stable and out-lying areas, making the FEVA Stables a safer, more attractive, more user-friendly facility. Until I see the safety issues addressed, I will continue to board my horses off-post. I did not pay \$15,000 for a horse to have it exposed to needless, senseless risk. It would be much more convenient for me to have my horses on post, but at what cost?????

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

?

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

none

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Club should be closed and incorporated into the Golf Course. That way there would be a daily customer base to support a kitchen operation, there would be a place on post to get something to eat on the weekend other than Burger King and maybe an evening dining program could be supported. Right now there is no place to get dinner on post in the evening except for the cholesterol cafe (Burger King).

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

Classical

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Although I believe many of the programs that ACS offers are very good, I do not use most of them because of the distance I live from the installation (I live closer to Langley AFB and use a lot of their ammenities), and also because my children are grown and so I don't have a need.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Attended lunch time aerobics classes (1130-1230) but they were discontinued. I would participate again twice a week, if offered.

If offered at lunch time, would sign up for other classes (i.e., arts & crafts)

Signed up for Water Aerobics after work but, after waiting an hour for the instructor, was told the class was cancelled for the season. The reason: children were scheduled for swimming lessons. The 10 ladies waiting for the class were refunded their money and sent home. It was very disappointing.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

bowling store

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I Would like to see the stables at Fort Eustis updated. The stables and grounds are in need of maintance. Other base programs seem to recieve adequate funding ,while the stables can not get equipment or materials to maintain facilities.  
I would also like to the mangement of stables become more coopertive with operating needs and concerns.



**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Wal-mart

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

As a civil employee I am not aware what programs or activities on post I am eligible to participate in.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I participate in a bowling league on the installation; I have been a DOD employee on Fort Eustis for 18 years and over the years I have seen the bowling center grow cosmetically but not mechanically. That would be a wonderful if money was put into the mechanics.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Overall facilities at Fort Eustis are good, the club system needs improvement in the food varieties and quality.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

I don't buy equipment

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am not very satisfied with the way the club has gone here on Fort Eustis. It is a nice facility, but the lunch and dinner programs have gone down hill. In the past we made it a once a week plan to go to the club for lunch. Normally because we could count on fish being served that day at the club, but now that is all gone so we go to the Coast Guard Station at Yorktown. I enjoyed sitting at the club for lunch but with the fast food menu now being served I can do better off post and the CGS at Yorktown puts the menu at the Fort Eustis Club to shame. I hope you can do something to fix it. On the other hand I think Fort Eustis has done a great job on the ODR and I regularly enjoy lunch there during the week.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Most of the activities are catered to the soldiers and dependents. I would like to see more programs and activities and benefits where even civilian DOD employees can participate and avail of.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Fort Monroe has a great beach!!!



**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

My two favorite are lap swimming at Anderson Field House and the Auto Craft Shop.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Upkeep of the existing facilities is necessary.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

You didn't ask about the Eustis "Go Cart" track. It is a nice facility, the parks here are all good and there are new log cabins here that are really really nice. Of all this the best is the new gym. It is a dandy. Leave it just the way it is.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I have just recently become acquainted with what is available. I have not used many of the facilities until just recently because my health was a deterrent and finding the time.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Food quality at the club is the very bad. I have been there for lunches and private parties. Lunch food quality was better than private parties, but not much. I like the idea of having a club on post, and growing up as a military dependant, the club was an important part of our life. I have been TDY to a number of Army installations where the club is packed for lunch and dinner, and it is sad that Fort Eustis Club is not enjoying the same number of patrons.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see more arts & crafts(jewelry, rock painting, knitting, sewing, quilting etc) gardening, cooking, nutrition,home improvement & home decorating classes or seminars.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

No Comments



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The Air conditioning in the Anderson Field House weight room needs to be repaired. It has been out of order for years now "Low on the priority list".

The FE Club's food is a subject of continual criticism among my peers. They are not vere customer-friendly when arranging large group breakfasts. Hence we have moved such events to the Golf Course.

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

Black Gospel

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

at one time or another we would receive free tickets to concerts

i would like to have that back

and more information on mwr

**installationId**

44

Fort Eustis

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

Unaware as a DOD civilian which services I could or allowed to use.

**Overall Comment**

Alot this I have interest in however I am unaware of what I can use as a DOD civilian. When I was in the military and even as a DOD civilian overseas in USAREUR I was able to use many of the MWR benefits and enjoyed them immensley but I know there are different rules in CONUS side so I am not aware of what items I can use if any. I would use many of them given the chance.

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

Bluegrass

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

friends

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

In general I believe that retirees use on post MWR less and less. If I were not a Department of Army Civilian working on an army post, I doubt I would be on post more than once or twice a month. This does not mean that I feel MWR programs are a waste in general. I believe that soldiers and their families on post, as well as some off post, are comfortable with and find need for, MWR facilities. Unfortunately there are too many things off post that MWR cannot compete with and that is something that MWR has to confront. With more disposable income in their pockets today, soldiers and their families go off post to movies, not on post. They go to restaurants off post because of the variety offered. If MWR is to survive contracting of services to established commercial enterprise may be the only way to survive.

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I believe that the MWR program is and should be geared toward the military family and soldiers living on post! Some times it is not worth the hassle to come on post for an event if you live miles away.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

This survey was difficult to complete since I've been retired for 17 years. You've tried to cover the needs and wants of those active duty personnel living on post and off-post and then summarily thrown in the retired people which can really skew the results of the survey. You've asked me to think and answer like an active duty person yet I've been retired for 17 years. Some of or even all of my "DO Not Use" answers could dramatically affect the decisions that might be made to close or alter some MWR activities based on the fact on how some retirees responded.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I do not use many of the MWR programs. All of my children have grown and moved on. I do know that there are lot of great progams avialable. They are a great help to all of the Military people. These services should be continued for our Military personnal, Family members. I do know that at this time when a lot of our Military are deployed, the Family member need this support.

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

Pro Shop

**Golf Least Prefer**

n/a

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am really the wrong person for this survey. In my first 5 years after retirement I never went on post. The only reason I now do anything on post is I now work on post and I am there. All my medical is off post, I can not stand to go in the PX since they never have what I need or there is no savings, and I don't do the commissary.  
Bottom line there is just nothing on post for a retiree - you should focus on the soldier.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I have no real complaints about the MWR program here at fort eustis, but the only real thing I can say bad about the activities, is the people who work them are great people, but unfortuneatley the funding for the activities are limited with funding. The one real thing that I do not care for though on post is the fact that you build a swimming pool, that seems to be commercially run, and cost to visit. I can go off post to a YMCA cheaper for the same items. I do not believe the pool center should require a membership to use. Also fort eustis at one time had a woodshop, if you could get that back.

<b>installationId</b>	44	Fort Eustis
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<b>Patron Group</b>	Retired
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<b>Hear About MWR</b>	
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<b>Music</b>	
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<b>Golf Most Prefer</b>	
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<b>Golf Least Prefer</b>	
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<b>Bowl Most Prefer</b>	
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<b>Bowl Least Prefer</b>	
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<b>Child Care Prog</b>	
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<b>ACS Concerns</b>	
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**Overall Comment**

I would like to see more family orientated activities and seminars, etc. for retirees on military health benefits, etc.

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

post library is useless the hours are inconveineint for all but the librayian and the facilities are beyond poor.

the swiming facility is used for off post school swim teams to often and active duty personel are required to pay a fee for use

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

When I came in the Army, back in 1981, the Fort Eustis MWR and Recreation area was one of the best I saw. Thinking back as a young soldier, I didn't go off-post much, everything that I needed was here on post. Today it seems that the Army don't care for this young soldiers at Fort Eustis and that is why they go off-post and get in trouble. We had the Rec area, with all of the activities, flying-club, music, photography and 90% more than what they have now. If you are trying to promote MWR, give more to the soldiers on post. Also, what is hurting this post is the front gate, I can go to Langley AFB and have civilians friends come to LAFB easier than Fort Eustis, when it come to this post it drives civilians away.



**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

Distance from post

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Outdoor recreation center needs to improve the quality of the food. The best place to eat on Fort Eustis is the Golf Course. Also the food services need to be spread out a more on the post. Most of the food services are within the PX food court which always seems to be too crowded. The Fort Eustis club is closed on Mondays which adds to the problem. Some consideration should be made as to the value of having Burger King on the installation. The average time spent going through the drive-thru at lunch is 25 minutes. I'm not sure if you control this entity but if you have any influence at all it may need to be applied to improve service.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

ever super day it seems to rain and floods the super day event area and we are forced to walk thru mud and water puddles and i was here for 5 years and it is in a flood zone and we are tired of the unpleasant ground, try to have a fun time but the ground is a big mess even if it does not rain the areas is still dirty and crowded move the event to a nicer ares on ft eustis it is a nice time to go to super day but the area is not fun thanks

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

walmart

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Shut down or fire Dennis Mickelson from the youth activities. He spitfully put an end to the post military football team which effected a lot of children and their families. He kept soccer because it was something his racist friends and he could enjoy and not have to put any effort into. This man has not served at the interest of the soldiers, but to serve his own swollen ego and belly.

He is the reason why no soldiers wants to pertisipate in any programs that he is involved in. He has hurt moral throughout this insallation for a many years and his racest friends and bosses will not change unless someone like you do something about it.

I'll see whether you are scared of them by your actions SIR!

Sadden Soldier

**installationId**      44      Fort Eustis

**Patron Group**      Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**      Don't buy bowling equipment

**Bowl Least Prefer**      Don't buy bowling equipment

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Mwr is an extremely important part of soldier well-being and mission accomplishment, it is unfortunate that all MWR programs cannot be fully funded.

**installationId** 44 Fort Eustis

**Patron Group** Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

While I support MWR services as a concept, both budget cutbacks and the current access to get on-post have created an environment where the services and activities I desire are not either available or worth the trouble to get on-post. It is so personally bothersome and cumbersome that we do not use the PX, Commissary, Clinics, Veterinary, or any other services at Ft. Eustis. While I understand the problems with maintaining a secure post and environment, MWR activities have been declining for the past 15 years at Ft Eustis. Library operating hours that are not conducive to soldiers using the facility is one example of where the solutions to cutbacks hurt the soldier. Soldiers can go to the library on evenings and weekend, but only if the library is open.

The facility upgrades at Ft Eustis have been very positive. Unfortunately, when we arrived over 15 years ago, it was impossible to use the craft shop for woodworking because they had closed it. We may have possibly used post facilities more if we resided on post, but the housing shortage forced us to live away from the post. While stationed in Germany and at Ft. Benning, we used the MWR facilities almost exclusively, but the same availability and selection has not been present at Ft. Eustis.

I feel that the MWR, trying as hard as it might, will suffer a serious decline due to the population it cannot effectively serve (i.e. why drive to post to go to a movie when a theater with multiple selections is just as close); when the leisure dining activity is limited to a community club; or when the services that really are important to soldiers are just not available. Times are changing, and the populations being served are changing also. It is difficult to convince myself to go to post when I have to endure the physical security process and when the prices (and real savings) offered are equal or more expensive than just going downtown.

Do not want to be bitter, but Ft. Eustis has been in a MWR decline over the years when the massive cutbacks started in the mid-90's. It is ever so hard to play catch-up when the opportunities we first let go. As for the Ft. Eustis Super Days are held, the soldier audience is captive as they must attend. It never really appeared to be a soldier or soldier/family oriented event from the past that I have seen and attended.

Best of luck,

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

Most activities offered on the installation that I have used are very good, However I have been retired and lived in the community near Ft. Eustis for 27 years and find most off Post facilities to be a little more convenient.

I would like to see Guest Housing on bases across the country more accessable to traveling military people.



**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

Gospel

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

My wife and I stayed at the Sandpiper Inn at Fort Story. The facility was outstanding, the views and access to the beach was more than we had expected. Our only complaint was with the personnel. You do not have a happy crew there. We didn't expect them to be grinning like Cheshire cats, but we got the impression that they thought they were doing us a favor when we asked questions/directions. Also there should be an adequate amount of ice machines available to your guests. We stayed on the third floor and the ice machine was on the second floor, through the common area and around the other side of the building.

<b>installationId</b>	44	Fort Eustis
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<b>Patron Group</b>	Retired
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<b>Hear About MWR</b>	
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<b>Music</b>	
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<b>Golf Most Prefer</b>	
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<b>Golf Least Prefer</b>	
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<b>Bowl Most Prefer</b>	
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<b>Bowl Least Prefer</b>	
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<b>Child Care Prog</b>	
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<b>ACS Concerns</b>	
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**Overall Comment**

Were this survey had questions that reflect as to how do I feel it helps the active duty personnel you would receive more positive answers other than 'don't use or don't know'. I know a lot of personnel that use the facilities and they speak positively of all events. Keep up the good work.

**installationId**      44      Fort Eustis

**Patron Group**      Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

None

<b>installationId</b>	44	Fort Eustis
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<b>Patron Group</b>	Retired
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<b>Hear About MWR</b>	
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<b>Music</b>	
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<b>Golf Most Prefer</b>	
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<b>Golf Least Prefer</b>	
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<b>Bowl Most Prefer</b>	
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<b>Bowl Least Prefer</b>	
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<b>Child Care Prog</b>	
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<b>ACS Concerns</b>	
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**Overall Comment**

Too many things going on in the community I live in which are for the most part more convenient and ohysically closer to my home of residence that I prefer to attend.

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would not take any program away. Being retired, I wish I knew if I could use some of the travel programs?

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

None at this Time.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

This could be a good program if offered more diverse options. You have no real club system that is interested in quality of product. The AAFES food court is just BAD! all the way around and the MWR can't handle the overflow. The equipment at the out door Rec is old and needs replacement, along with the fact that there is not sufficient equipment to go around. The MWR tries to do a good job with what they have but are under staffed and Budgeted for what they support here at Ft Eustis.

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Some parts of the survey were confusing. I found it difficult to determine if the question was referencing an "installation specific" activity. The second time around it became clear how the questions were to be answered.

We do extensive RV traveling and are on the road 5-6 months/year. We go out of our way to stay at MWR camps (not necessarily just US Army). We recently returned from an 8 week trip and stayed 14 nights at military facilities.

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The Fort Eustis MWR services are invaluable. Although, I was not aware of all the services offered. I would like to see a better marketing of all the services provided.

**installationId**

44

Fort Eustis

**Patron Group**

Retired

**Hear About MWR**

**Music**

**Golf Most Prefer**

internaional golf

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Spouse

**Hear About MWR**

rarely hear anything

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

The FRG system is a horrible waste of time. It does nothing to encourage the spouses to get involved. It is in military format that many spouses find unappealing.

**Overall Comment**

**installationId** 44 Fort Eustis

**Patron Group** Spouse

**Hear About MWR** not enough notice of events

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog** My kids are special needs and Child Development Center will not try to accomodate them, I prefer to have them in the Center cause they have been in Center at prior duty station.

**ACS Concerns** Staff at ACS building are not very helpful and rude so makes you not want to participate in any activities and Instalation does not offer much to families would rather go to Naval or Air Force Bases to meet needs.

### Overall Comment

When we first moved to the instalation I was very disappointed in the MWR staff in assiting families. ACS especially, the Lending Locker is terriable they don't have anything that is useful for the family's to use until their household goods arrive and they were not helpful in assiting on other options. My friend had to tell me to go to the Naval or Airforce Bases to their Lending Locker.I also feel that they don't get the information on community meetings and programs out in a timely manner so that people can plan to go to the programs or events. I also feel that AAFES and all the MWR staff need to get a breifing on customer service relations because I feel that they do not appreciate or care if the families go or use the facility.

<b>installationId</b>	44	Fort Eustis
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<b>Patron Group</b>	Spouse
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<b>Hear About MWR</b>	
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<b>Music</b>	
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<b>Golf Most Prefer</b>	
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<b>Golf Least Prefer</b>	
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<b>Bowl Most Prefer</b>	I do not purchase bowling equipment.
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<b>Bowl Least Prefer</b>	I do not purchase bowling equipment.
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<b>Child Care Prog</b>	
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<b>ACS Concerns</b>	
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**Overall Comment**

I think there is a lot of confusion about which programs/services are MWR owned and operated. Some people believe that childcare and even AAFES are MWR owned programs. MWR was much more central to our existence overseas than it is in CONUS.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

In the future, your surveys could have some warning to what extent the timeline is going to be for such an in depth survey.

installationId	44	Fort Eustis
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Patron Group	Spouse
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Hear About MWR	spouse
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment	
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**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

i don't believe that the army cares about the spouses of deployed soldiers. i have never been informed of any activities for me or other spouses. this base seems to be falling apart. i do not enjoy living here. i'm not trying to be rude but this base is nasty and falling apart. it is one of the worst bases i have ever been to. this base needs allot of work. and us spouses need allot of help while our men are deploid and we get nothing. if it was not for the other wifes going through the same thing i would be losing my mind right now. thank you for letting me take this survey. i hope that some of these things get fixed.

**installationId**      44      Fort Eustis

**Patron Group**      Spouse

**Hear About MWR**     

**Music**     

**Golf Most Prefer**     

**Golf Least Prefer**     

**Bowl Most Prefer**     

**Bowl Least Prefer**     

**Child Care Prog**     

**ACS Concerns**     

**Overall Comment**

N.A.

**installationId**

44

Fort Eustis

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

<b>installationId</b>	44	Fort Eustis
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<b>Patron Group</b>	Spouse
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<b>Hear About MWR</b>	
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<b>Music</b>	
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<b>Golf Most Prefer</b>	
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<b>Golf Least Prefer</b>	
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<b>Bowl Most Prefer</b>	
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<b>Bowl Least Prefer</b>	
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<b>Child Care Prog</b>	
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<b>ACS Concerns</b>	
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**Overall Comment**

The facilities at Ft Eustis are aimed in one of two directions, generally: toward Moms with kids or toward single soldiers. In this day of near constant deployment (my husband and I have spent a combined 30 months deployed in the past 36), more needs to be done to encourage mingling of us "DINK's" (dual income, no kids). I give as examples a DINK night at ODR or a "Not Really Singles" club. We could form softball teams or play paintball or be randomly assigned to foursomes for mini golf. There must be a bunch of us and we're bored and feeling VERY forgotten by the Army.

**installationId**

44

Fort Eustis

**Patron Group**

Spouse

**Hear About MWR**

my wife

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

My family loves that there is a theater on post, but the movies are not advertised early enough to allow any preparation. Would love to attend concerts and events geared for the family. Thanks!

**installationId**

44

Fort Eustis

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

not convenient to my location

**Overall Comment**

I think your services are wonderful - and wish that I lived closer to the post, so that I might utilize them to a greater extent.

My husband (currently on a hardship assignment in Korea) uses many of your facilities at Camp Humphreys and at Youngsan, and we greatly enjoyed the Dragon Hill Lodge when I went to see him last month - what a wonderful facility!

I would upgrade the quality of the food offered at MWR facilities (eg. snack bars, etc) if possible - the profit potential seems limitless -- hungry soldiers need to eat - might as well eat your food - they would if it were better!

Thank you for all you do for the single, and often lonely soldiers stationed all over the globe. You may be underfunded, but you are not unappreciated!

**installationId**

44

Fort Eustis

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

My husband is stationed at Ft Monroe, Va. We coached my sons youth soccer team for 3 seasons. We do use the bowling facilities at Ft Monroe. I do use the commissary and health facilities at Langley AFB. I do not use FT Eustis because it is not at close to where I live. Thanks  
Tina Hoffmann

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

It seems to me that a lot of the events are offered at inconvenient times for two working parents, especially with one working off post. If they were offered more at a time that would not interfere with my job than my family would be more likely to attend.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

As a Younger army wife I used alot more of the services. I also have used the services when I lived on the various installations throughout my husband's career.  
The main hinderance to using facilities now is the lack of marketing, unless I go on post for medical, vet or commissary visit I don't get the info. I have used/do use the facilities when I have younger age children visiting.  
More dances with no smoking, country concerts like Monroe has,

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

I love being able to send my daughter to the CDC for hourly care. The staff there is wonderful. My only complaint is the way that hours are calculated there. You are charged per hour, for any part of that hour. So even though a child might be in the center for less than an hour and a half, you can be charged for 3 full hours. Other posts have computer systems that calculate partial hours, but Ft. Eustis refuses to do this. It's not really a hardship for us financially, but it has to be for a young enlisted family. The CDC is often our ONLY option for child care, particularly when our spouses are deployed. A good effort should be given not overcharge military families.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Spouse

**Hear About MWR**

spouse

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I feel that the general military public are unaware of the information and services that MWR provides. It is not marketed or even suggested. I just found out that they provide information on travel and leisure trips.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I think MWR is a very importnat part of the military life. Please continue giving our families the best service and activities that the post can handle.

**installationId** 44 Fort Eustis

**Patron Group** Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

I used to board my horse at the Ft. Eustis stable (for over a year). I moved my horse to another military barn because I wasn't satisfied with the care and feeding of my horse. I also didn't think the facility was properly maintained by the facility users or ODR. The person at ODR that oversees the stable isn't a 'horse person' nor does he have any equestrian background. It was difficult to get in touch with him and when I did he didn't want to listen to my concerns about the barn. Eventually we were able to develop a working relationship and he would at least consider the issues I presented to him. I had to do extensive research and present him with the information to be taken seriously. I've handled my horses my entire life and worked for several boarding and training facilities - I have the background to know what I'm talking about. That background also made it easy to compile information to give to the manager of ODR.

The amount of hay fed by the barn isn't enough. Horses are designed to be grazers. If the pastures don't have much grass or are overgrazed then the barn needs to feed more hay to be sure the horses are receiving adequate forage. Horses need hay or other forage to keep the motility in their gut. Without that you have sick or dead horses. I paid quite a bit of extra money per month to purchase my own hay to feed my horse. At least ODR did provide a shed for people to store their hay. I don't think boarders should be charged the "full board rate" if they want to purchase and feed their own hay. When the barn was purchasing hay from Southern States we received many deliveries of hay that weren't acceptable for equine consumption, maybe bovine with their extra stomachs but not equine. The hay was stemmy, moldy, and full of weeds and briars. If the horses would eat it they weren't getting the nutrition they needed from the hay and most of the horses refused to eat the hay.

There are many things at the Ft. Eustis stable that need to be addressed. Feeding, fence maintenance and repair being at the top of the list. Getting the facility users actively involved in helping to maintain the barn and pastures is another.

I wouldn't consider moving my horse back to the stable at Ft. Eustis even if changes were made. I think that's a shame because I live and work on Ft. Eustis but don't feel comfortable keeping my horse there. I would rather drive and deal with traffic every day and know my horse is safe and being fed properly than have the convenience of keeping my horse on Ft. Eustis.

Thank you for taking the time to look over my concerns.



**installationId**

44

Fort Eustis

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

The lobby of this ACS provides the worst sense of customer service/customer 1st environment that I have ever encountered. In my opinion, the ACSO does not foster a sense of team amongst the programs, and does not know what his programs are doing day to d

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I may have benn misleading when I answered these questions. We use ALOT of MWR and on-post facilities, just not at Fort Eustis. My Active Duty Spouse is assigned to FORT MONROE, therefore we use most of their services. We use as many on-post services as we can because we know it is important to support MWR and the Army.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

44

Fort Eustis

**Patron Group**

Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

My husband is now retired (but was the same on AD) and I am a DoD employee. The child care services are not available to us because the child is our grandbaby. We take a very active part in our grandchild and would use the child care facilities if it was available during the week. I know several other individuals that would do the same.

Also I would like to mention that AFFES is the most pathetic company I have ever encountered. During the last 31 years, that company has continously gotten worse. The people that work their are rude, the PX is understocked, and most of the prices are cheaper off post. Even diapers and baby formula are cheaper at Walmart. AFFES should be ashamed! There would be great savings in closing the PX and replacing it with the Navy's system!

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am disappointed the one facility on Ft.Eustis that I use the most and would like to see an expansion of programs is not listed on this survey. The Aquatic Center is the most unique to any Army installation and is the least used facility supporting the military family. I would like to see a Youth Sports Activities/Aquatic Center supported swim team.

**installationId** 44 Fort Eustis

**Patron Group** Spouse

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

At Fort Eustis, One Gym has old racketball courts and the other has none.  
In the newer gym it is crowded at 0530 and from 0700 to 0845 no one is using it at all.

At the old one we are not aloud to use the basketball courts because of vaccinations or other unit activities.

We have a pool where we cant bring any thing like floating devices in to the pool even the ones provided by the pool.  
At the other pool, its three dollars to get in and I cant slide down the water slide with my six year old because of regulation and at the end the water is deeper than he stands and I am not allowed to wait at the bottom of the slide. "My son cant swim yet"

The Library is very old and no new books are available and I tend to use the county Library.

Where is the rec center on post?  
There is no center for my teenager to go.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

This Survey was way too long



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

We have been on Fort Eustis for less than 2 years. The MWR here is poorly advertised and poorly equipped. This is especially evident because we came from Fort Bragg where MWR was fabulous, the gyms were better than any thing local (here or there). The enlisted club pools were free when there were not swimming lessons being offered or the OC pool was free with OC membership. The youth center was fabulous with a large indoor pool that has open swims 3 days and evenings per week for youth center members and family. Overall the services and facilities at Fort Eustis are very sad compared to Fort Bragg and even the overseas facilities in Germany.